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July 14, 2005

HAND DELIVER

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, Massachusetts 02110

Re: Service Quality Standards - D.T.E. 04-116

Dear Secretary Cottrell:

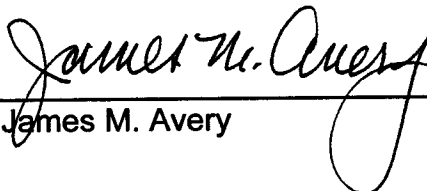
Enclosed please find a copy of the responses of The Berkshire Gas Company to (i) the DTE-A Second Set of Information Requests of the Department of Telecommunications and Energy; and (ii) the DTE-GAS Second Set of Information Requests of the Department of Telecommunications and Energy for filing in the above-referenced proceeding. These responses are also being submitted electronically.

Please call me if you require further assistance with respect to this matter.

Thank you for your consideration.

Very truly yours,

BROWN RUDNICK BERLACK ISRAELS LLP

By: 
James M. Avery

JMA/cdw
Enclosure

cc: Andrew O. Kaplan, Esq., General Counsel (w/enc via hand delivery)
Jody Stiefel, Esq., Hearing Officer (w/3 enc via hand delivery)
Karen L. Zink, President, COO and Treasurer (w/enc)
Richard E. Nasman, Director of Operations (w/enc)
Service List (w/enc)

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**Department of Telecommunications and Energy
Second Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
DTE 04-116**

Witness: Richard E. Nasman
Date: July 14, 2005

Question

DTE A 2-1: Would it be appropriate in the future for companies to enter into settlements or other agreements which would permit parties to deviate from the established SQ Guidelines? Explain.

Response: The Company continues to submit that, as a general matter, service quality standards should not be modified during the term of a PBR plan. Alternatively, if such standards are modified during the term of an established plan, there should be an associated adjustment for the recovery of all related costs. Negotiated settlements that address both service quality changes and appropriate cost adjustments may be suitable in some circumstances. For example, the ability to negotiate such changes may properly facilitate certain initiatives that could secure longer term service quality benefits for customers.

**Department of Telecommunications and Energy
Second Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
DTE 04-116**

Witness: Richard E. Nasman
Date: July 14, 2005

Question

DTE GAS 2-1: Is it feasible to shorten the one hour odor call response time in the SQ Guidelines? Explain.

Response: The Company does not believe that it is appropriate to modify the terms of service quality standards such as the odor call response requirements during the term of a PBR plan. In addition, the Company believes that an appropriate cost/benefit adjustment should be undertaken prior to such change and any modification to a service quality standard during the term of a PBR plan should also provide for adjustments to reflect all cost changes associated with any revisions to this new requirement. Berkshire is proud of its strong record in terms of response time particularly given the more rural nature of its service territory. The Company submits that the established standard is working effectively in terms of promoting procedures for responding to odor calls.

**Department of Telecommunications and Energy
Second Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
DTE 04-116**

Witness: Richard E. Nasman
Date: July 14, 2005

Question

DTE GAS 2-1(A): Is it feasible to raise the threshold for the percentage of odor calls responded to in less than one hour? Explain.

Response: The Company submits that changes to the established service quality thresholds for odor call response should not be made during the term of an established PBR plan. Alternatively, if a modification to a service quality standard within a PBR plan is implemented, such changes should be accompanied with provisions for adjusting the plan to recover all related costs. Berkshire notes that the established threshold need not be changed to encourage performance as Berkshire has responded to an average of approximately 99.8% of odor calls within one hour over the past four years.